



JOB POSTING

Interested candidates should send their resume via regular mail, email (*as a Word document*) or facsimile to the address or phone number shown above. The Office of the Attorney General is an Equal Opportunity Employer.

Customer Service Representative Unclaimed Property Division

JOB DESCRIPTION:

The Indiana Attorney General's Office Abandoned Property Division is seeking a qualified candidate for the position of Customer Service Representative to be located in the Greenwood, Indiana office. This candidate will be responsible for assisting customers (both internal and external) with the processes of reporting and claiming properties. This position will be responsible for handling a large volume of both incoming phone calls and daily incoming mail.

RESPONSIBILITIES:

- Answer incoming calls promptly, courteously & professionally
- Route incoming calls to appropriate team member or other division/agency as necessary
- Assist customers with claim process by phone, email and other forms of communication.
- Greet guests at reception desk promptly, courteously & professionally as necessary
- Open and initiate incoming mail and distribute to team members for processing
- Prepare claims folders for review
- Assist other areas of the office as needed with various projects
- Any other task assigned (including but not limited to answering phones, assisting walk-in customers, preparation of daily, monthly or weekly mailings, etc.).

QUALIFICATIONS:

- 2 or 4 Year College education preferred or equivalent job-related experience.
- Excellent customer service, interpersonal and communication skills, both oral and written
- Computer proficiency including MS Excel, Word and data entry.
- Self-starter. Must be able to work independently and efficiently with attention to detail.
- Good time management skills
- Ability to lift/move 20-25 pounds (boxes with records)
- Strong sense of ethics and personal integrity
- Must have professional references